

FIGURE 1A

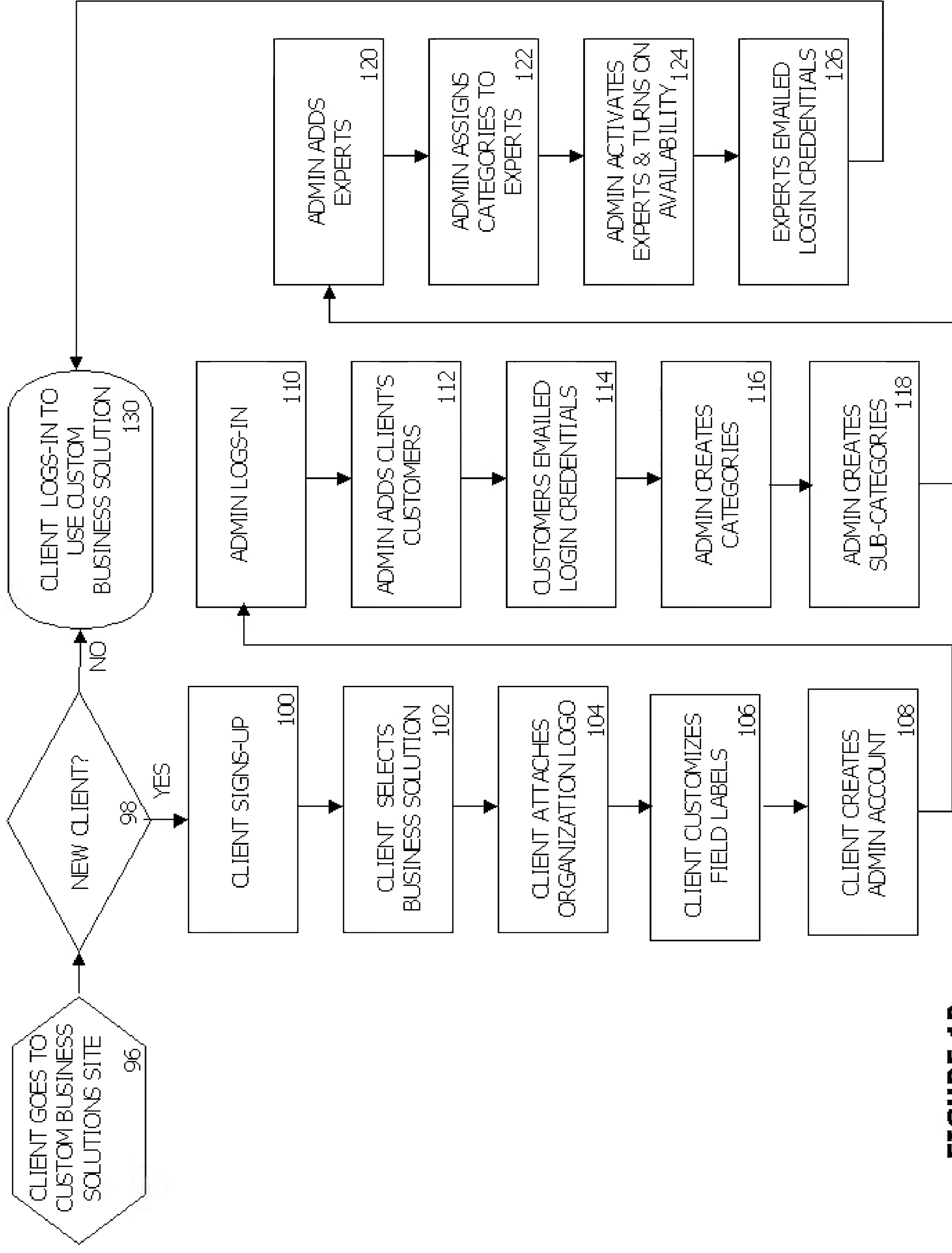


FIGURE 1B

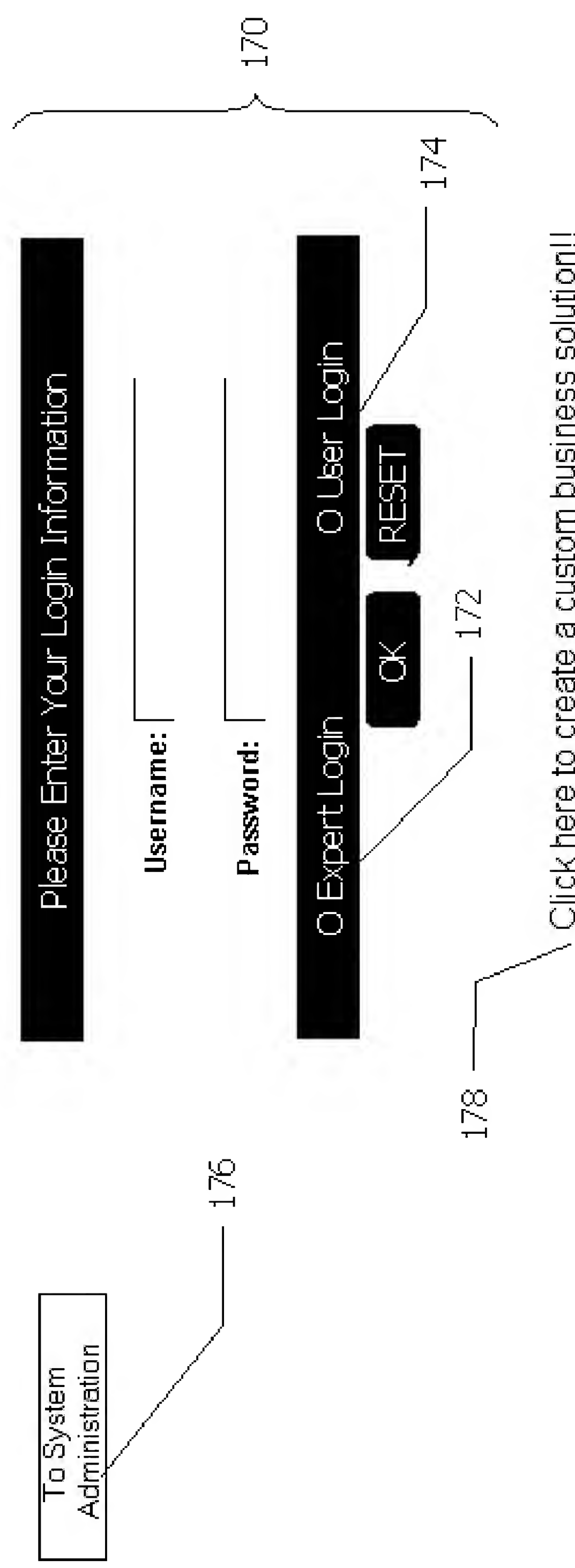


FIGURE 2

182

Organization Name*

ACME13

Address1*

123 Acme Drive

Address2

City*

ACME City

State*

Maryland

ZIP*

20833

Country *

United States

188

Solution Type*

CRC-Connect

Company Logo*

Browse...

Category Label

Topic

SubCategory Label

Sub-Topic

Ticket Label

Case

186

First Name*

Jane

Last Name *

Doe

Email*

nedoe13@acme13.cor

Phone

123456789

UserID*

janedoe13|

Password*

Confirm Password*

184

Submit Info

Clear Form

180

NOTE: An asterisk (*) indicates a required field.

198

FIGURE 3

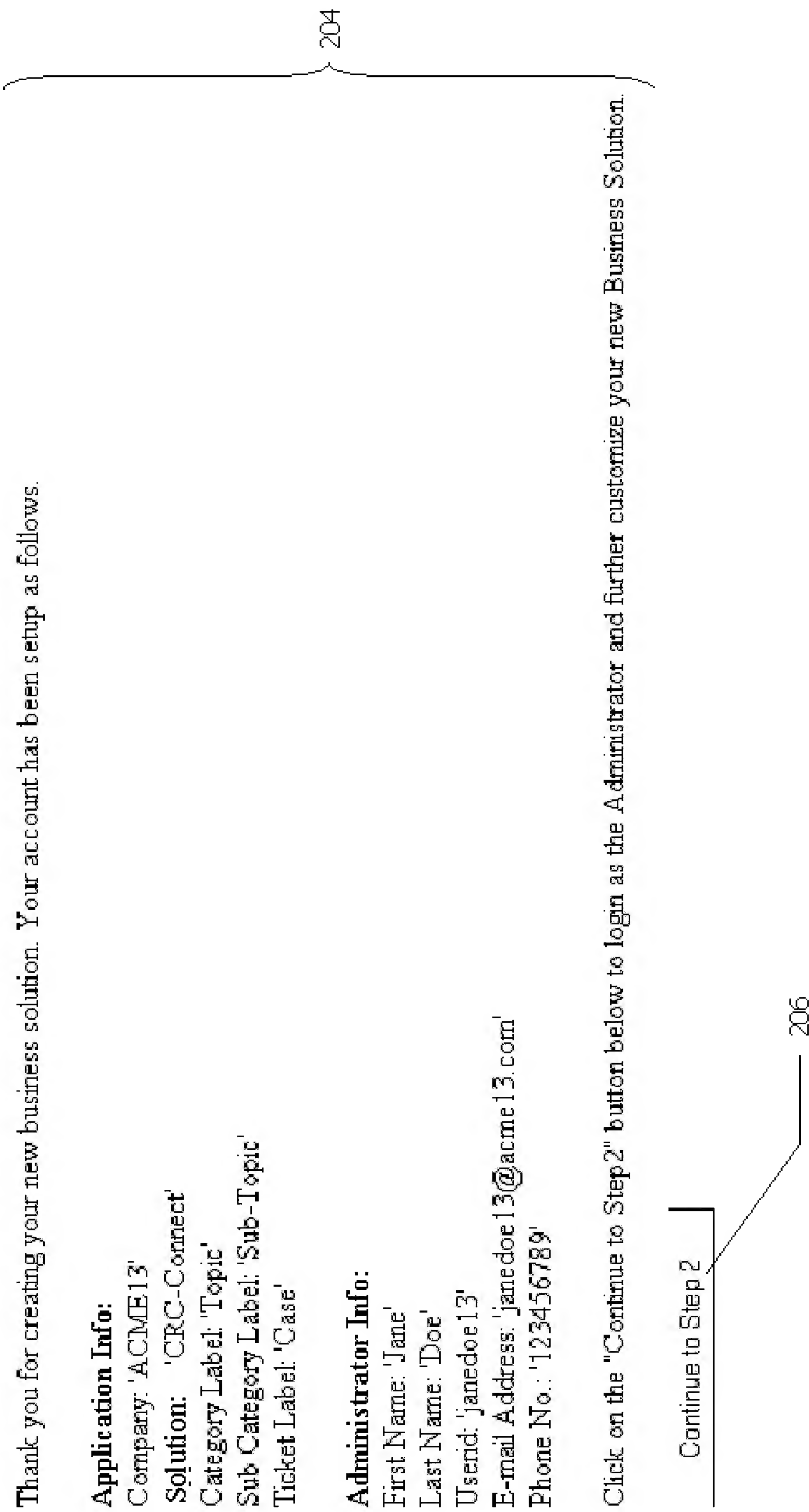


FIGURE 4

Login to Continue

Username:

Password:

208

FIGURE 5

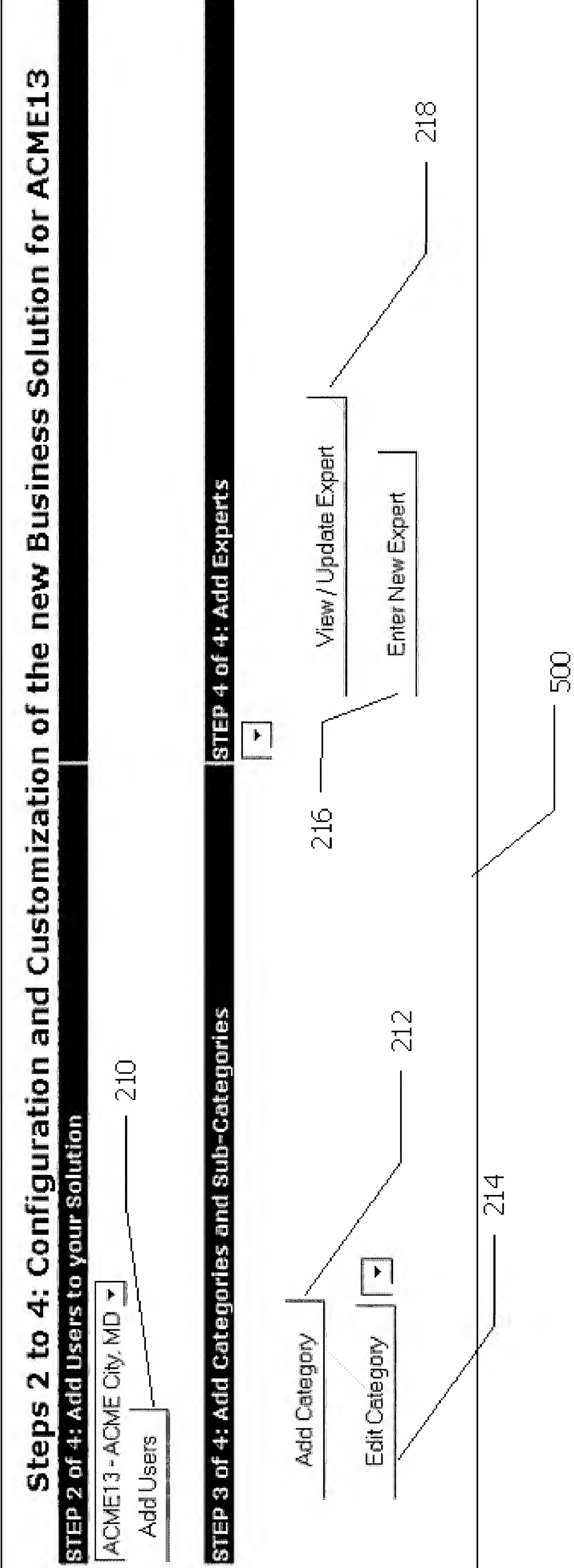


FIGURE 6

Step 2 of 4: Add Users to your Business Solution

Company: ACME13 (3547)

Active?

First Name

Last Name

Email

User ID

Password

Phone

Admin?

Save

ID & PW

☒

Jane

Doe

janedoe13@acme13.co

janedoe13

123456789

☒

Save

ID & PW

NOTE: An asterisk (*) indicates a required field.

First name

Last name

Email

UserID

Password

Confirm Password

Phone Number

Admin User?

Add

Clear Form

Done Adding Users

222

228

230

224

226

220

232

234

FIGURE 7

236

Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13



STEP 2 of 4: Add Users to your Solution

ACME13 - ACME City, MD ▾

Add Users

STEP 3 of 4: Add Categories and Sub-Categories



Add Category

Edit Category ▾

238

STEP 4 of 4: Add Experts

View / Update Expert

Enter New Expert

500

FIGURE 8

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Add New Category

Please take time to ensure that the category you wish to enter is not already in the system.

Enter Category Name: Find Category ▼

Active?: ☒ Active ☐ NOT Active 240

Done Adding Categories 244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Add New Category

Please take time to ensure that the category you wish to enter is not already in the system.

Enter Category Name:

Returns

Active?:

⌵ Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

Enter Category Name:

Returns

Active?

Active

NOT Active

Enter

Done Adding Categories

Find Category

240

242

244

FIGURE 9

248

252

Enter Sub-Category Name:

Enter

Active?:

Active

NOT Active

250

Find Sub-Category

248

252

FIGURE 10

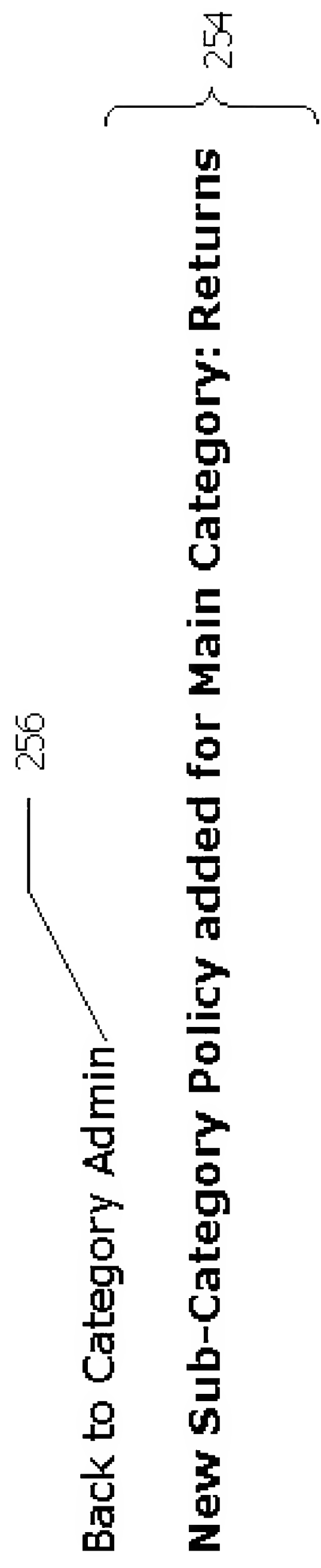


FIGURE 11

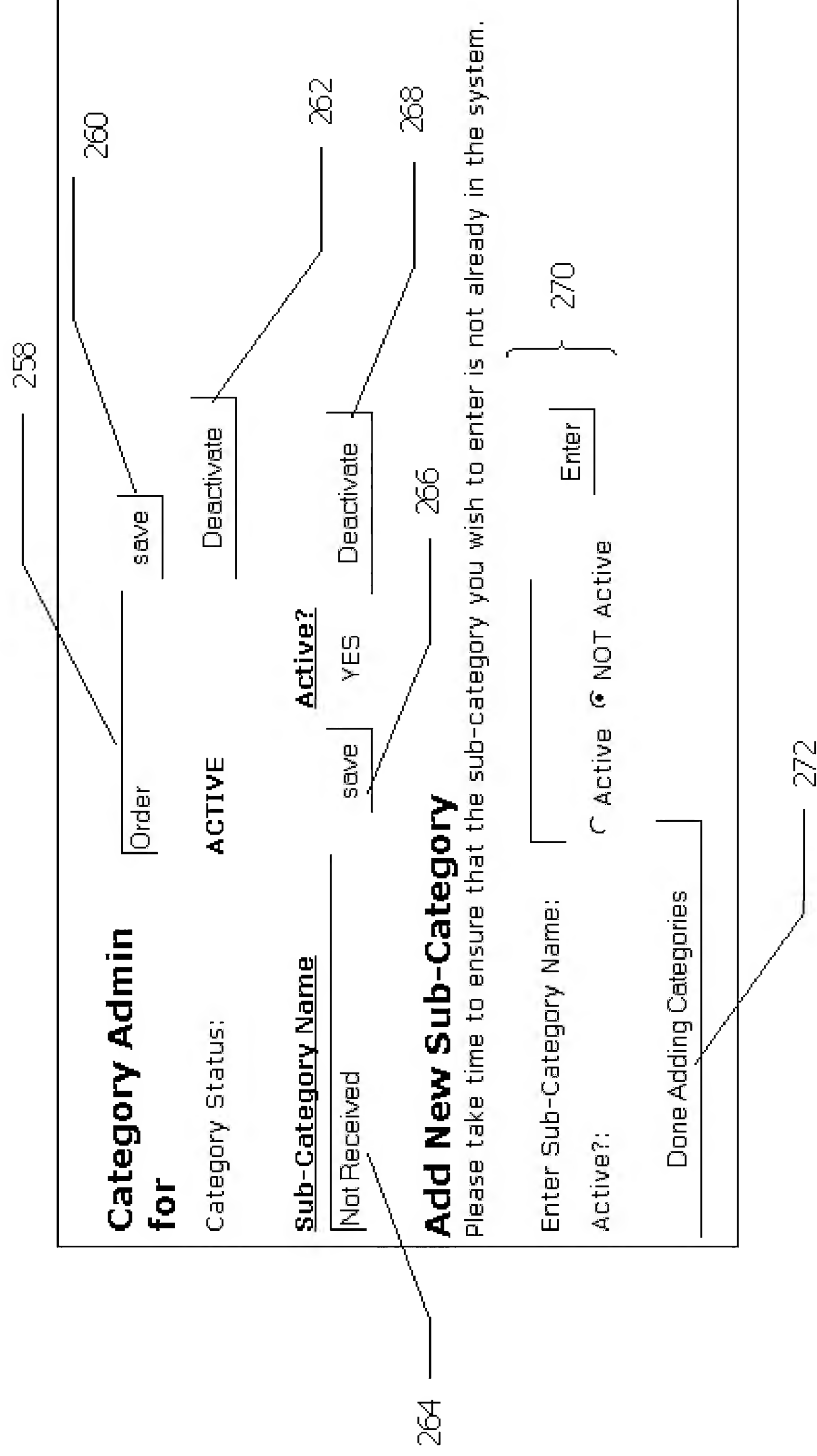


FIGURE 12

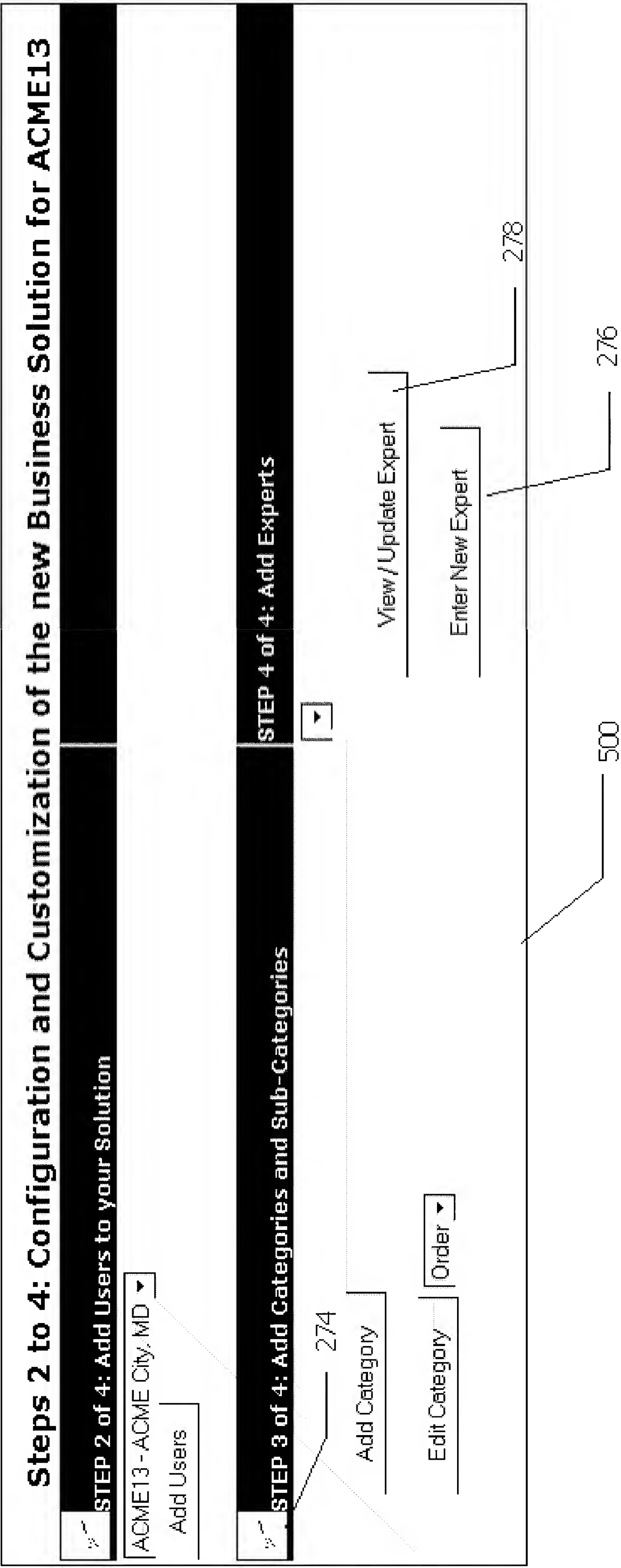


FIGURE 13

New Expert Entry
Step 1

Please complete the registration information requested below.

First Name

John

Last Name

Doe

UserName

john doe13

Password

Retype Password

Address1

123 Acme Drive

Address2

City

ACME City

State

Maryland

Zip

20833

Country

United States

E-mail Address

john doe13@acme13.com

Phone

123456789

Experience

5 yrs.

Hours a week you would be available:

20

Attach Résumé

Browse...

Continue

Clear Form

284

286

282

280

FIGURE 14

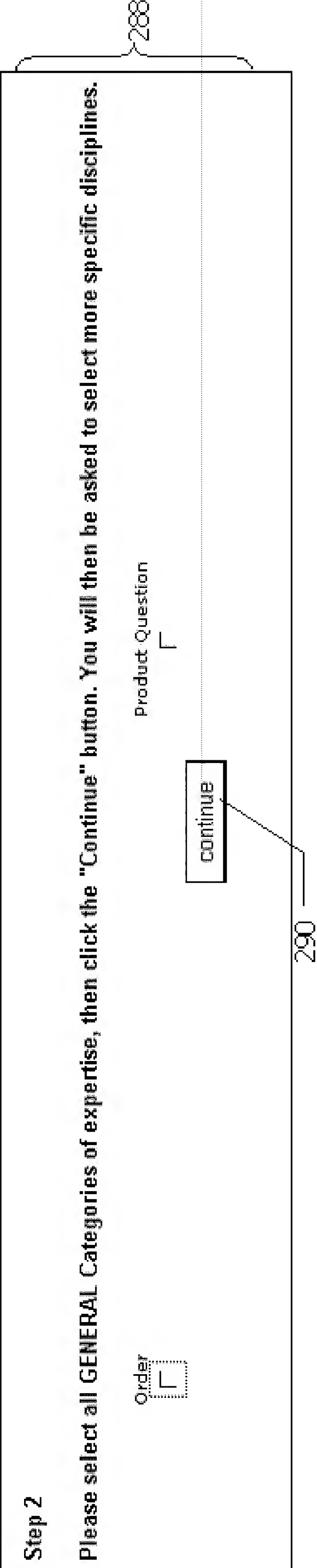


FIGURE 15

Back

Step 3

Please select all specific Sub-Categories of expertise that may apply. Keep in mind that for every Sub-Category you select, you will be asked to show evidence of your expertise (this may be by either providing assessment results from a third party testing agency, taking an assessment we provide, or showing enough years of experience in the given discipline).

NOTE: You do NOT need to select a Sub-Category for every General Category that is shown.

Order:

Not Received

☒

Submit

294

292

FIGURE 16

[Back to Expert Detail](#)

Expert has been submitted.
Expert ID: **2029982**

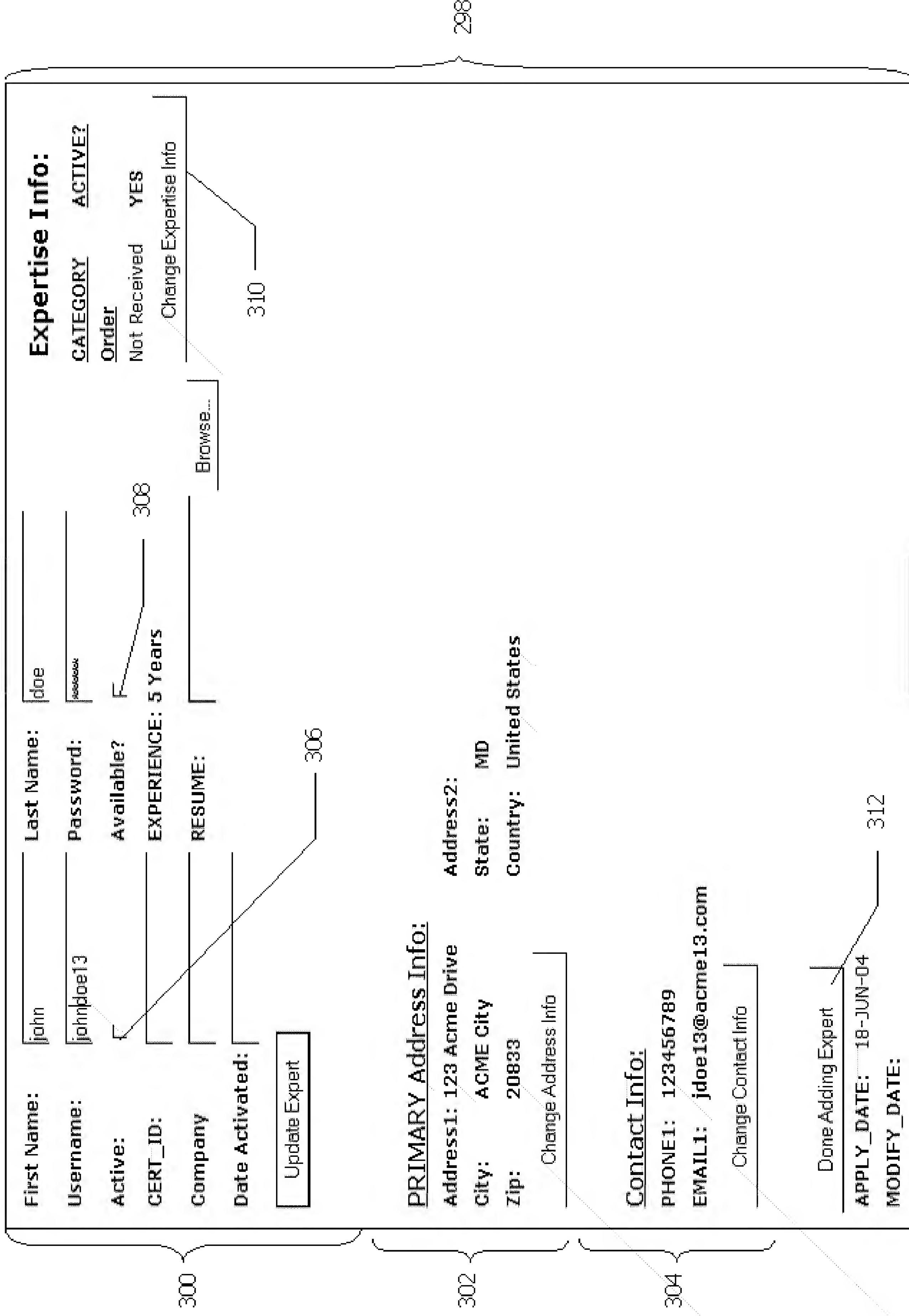


FIGURE 18

Back to Expert Detail

Expertise for Expert #: 2029982, j doe

<u>CATEGORY</u>	<u>ACTIVE?</u>	<u>Delete</u>
<u>Order</u>		
Not Received	<div>NO ▾</div>	<div>⌵</div>
<div>Save All</div>		<div>Delete</div>

Click Here to Add Expertise Categories

FIGURE 19

Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13

STEP 2 of 4: Add Users to your Solution

ACME13 - ACME City, MD

Add Users

STEP 3 of 4: Add Categories and Sub-Categories

Add Category

Edit Category

Order

STEP 4 of 4: Add Experts

DOE, JOHN - johndoe13@acme13.com

View / Update Expert

Enter New Expert

Done with Configuring Solution

316

318

500

FIGURE 20

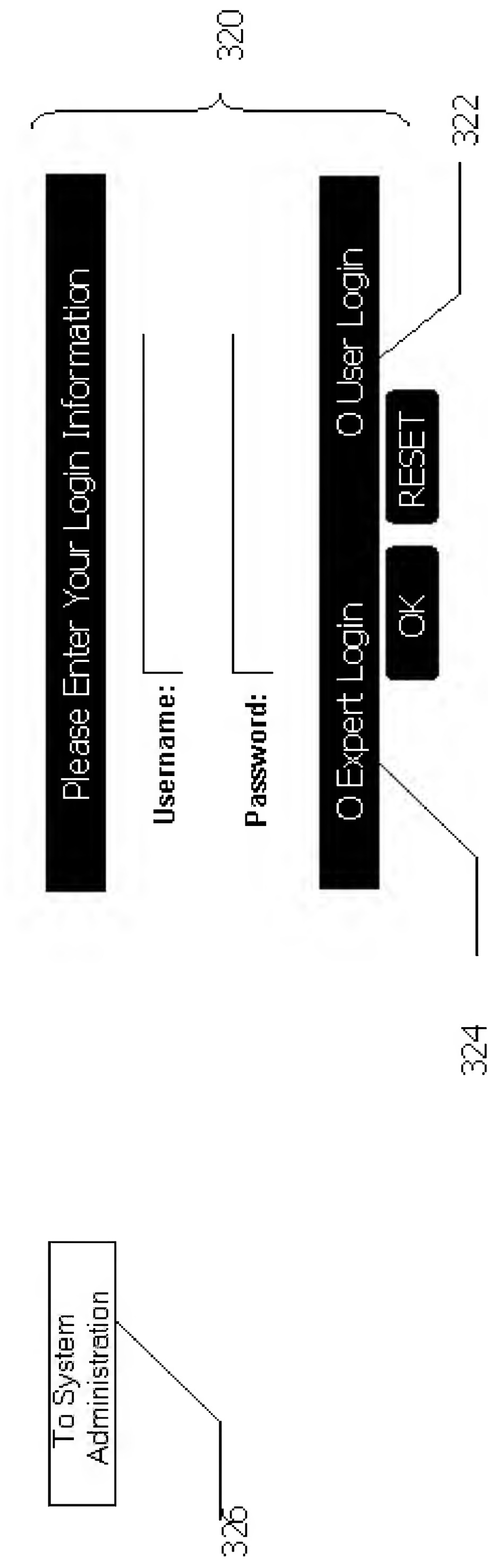


FIGURE 21

User/Expert Login

System Administrator Login

Username:

Password:

OK

RESET

328

FIGURE 22

Expert Maintenance		Category Maintenance	
<div>DOE, JOHN - johndoe13@acme13.com ▼</div>			
<div>View / Update Expert</div>		<div>Add Category</div>	
<div>Enter New Expert</div>		<div>Edit Category</div>	
Search Experts Get Emails of All Active Experts		<div>Order ▼</div>	
Expert Category Stats			
Customers		Inquiries	
<div>ACME13 - ACME City, MD ▼</div>		View All Tickets	
<div>View / Update Customer</div>		View Open Tickets	
<div>Add a Customer</div>		View Closed Tickets	
		View Unassigned Tickets	
		Tickets by Categories/Sub Categories	
		Date Range:	
		<div>1/1/2000 - 06/29/2004</div>	
		<div>View Tickets</div>	

FIGURE 23